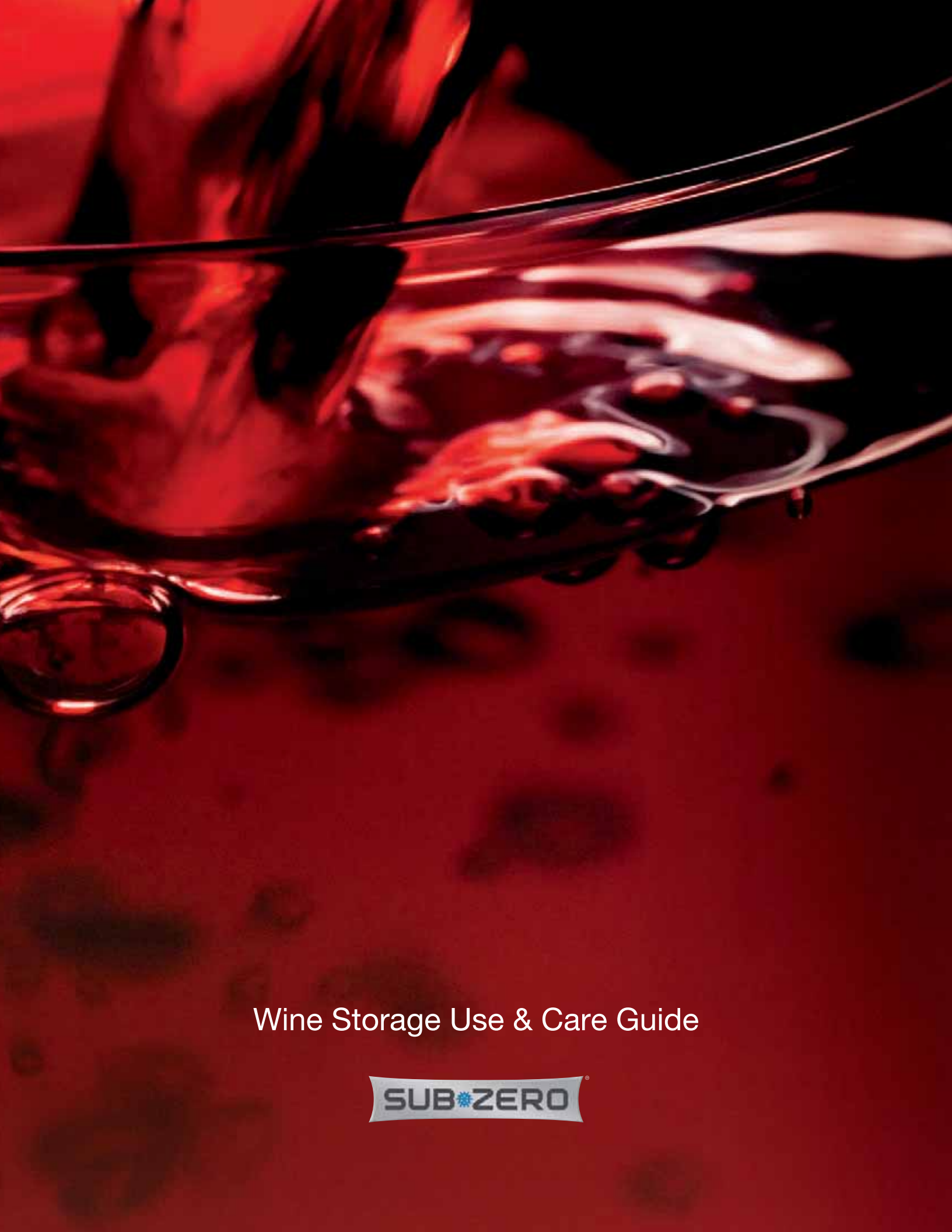


Wine Storage Use & Care Guide

SUB-ZERO

Contents

4 Wine Storage Features

5 Electronic Controls

6 Storage

8 Operation

9 Care Recommendations

10 Troubleshooting

11 Sub-Zero Warranty

Customer Care

The model and serial number are printed on the enclosed product registration card. Both numbers are also listed on the product rating plate. Refer to page 4 for rating plate location. For warranty purposes, you will also need the date of installation and name of your authorized Sub-Zero dealer. Record this information below for future reference.

If your product ever needs attention, be sure to use a Sub-Zero factory certified service provider recommended by our customer care center, or select one from our list of providers available at subzero.com/locator. All factory certified service providers are carefully selected and thoroughly trained by us.

SERVICE INFORMATION
Model Number
Serial Number
Date of Installation
Certified Service Name
Certified Service Number
Authorized Dealer
Dealer Number

Important Note

To ensure this product is installed and operated as safely and efficiently as possible, take note of the following types of highlighted information throughout this guide:

IMPORTANT NOTE highlights information that is especially important.

CAUTION indicates a situation where minor injury or product damage may occur if instructions are not followed.

WARNING states a hazard that may cause serious injury or death if precautions are not followed.

IMPORTANT NOTE: Throughout this guide, dimensions in parentheses are millimeters unless otherwise specified.

Thank You

Thank you for your purchase. We look forward to being part of your home for decades to come. As a third-generation family-owned company, we take a very personal stake in the preservation of your family's food. We built our business and our reputation on helping families serve the freshest food possible.

With your purchase, you receive one of the strongest warranties in the appliance industry. Take a moment to read the full warranty statement on page 11. It's also important to register your Sub-Zero to ensure that you don't miss out on exclusive owner benefits, such as; assurance that you will be taken care of in the unlikely event that service becomes necessary during the warranty period, and a proof-of-purchase record in case of a home insurance claim. You may register by one of the following options:

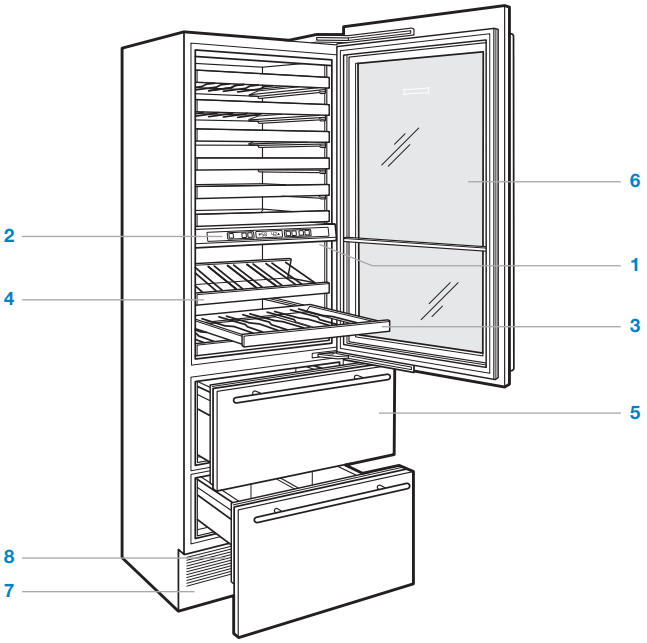
- Mail in the completed Sub-Zero product registration card.
- Register online at subzero.com/register and create a personalized My Sub-Zero/Wolf account using the serial number on your product.
- Register by phone by calling Sub-Zero Customer Care at 800-222-7820.

As a Sub-Zero owner, you can count on ongoing support, day in and day out. Our customer care center is available 24 hours a day, seven days a week and staffed by knowledgeable product experts at our factory in Madison, Wisconsin. Should the need arise, simply call 800-222-7820 and speak with one of our product experts. They will help troubleshoot any issues you might have.

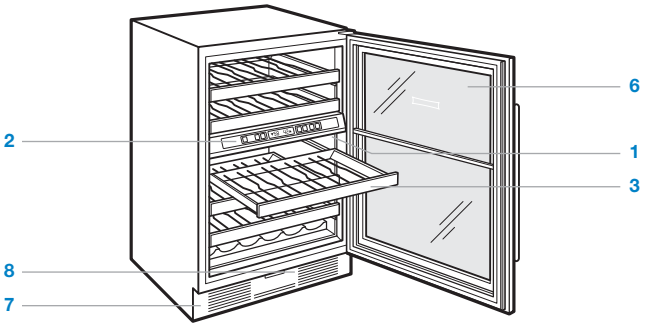
We are confident this guide will answer your questions about the features, operation, and maintenance of your Sub-Zero, but if you have additional questions, please contact us at 800-222-7820 or visit us online at subzero.com.

Wine Storage Features

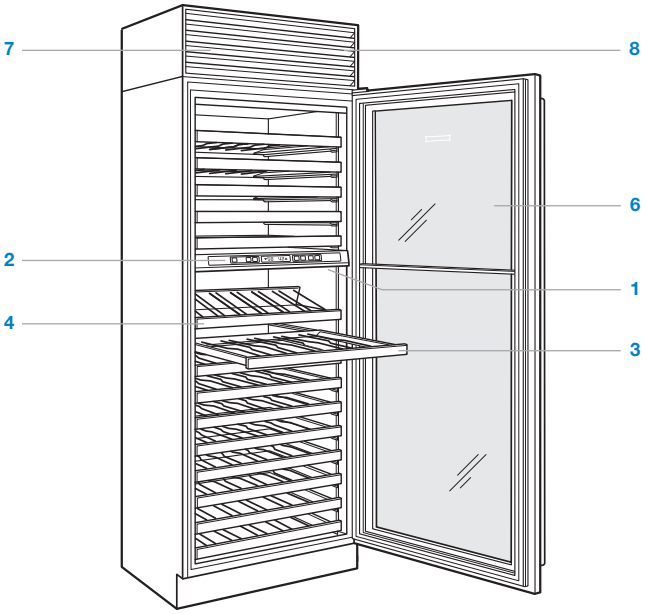
FEATURE		PG
1	Product Rating Plate	2
2	Electronic Control Panel and Display	5
3	Wine Storage Racks	6
4	Display Rack	6
5	Storage Drawers (model 427RG)	7
6	Full-View Glass Door	9
7	Home Security System	4
8	Condenser (behind kickplate or grille)	9



Integrated model with storage drawers.



Undercounter model.



Built-in model.

Control Panel

FUNCTION	
🔔	Activates or deactivates door alarm. An audible chime indicates door or drawer has been left ajar for more than 60 seconds.
COLDER WARMER	Adjusts temperature in one-degree increments. Two distinct temperature zones and storage drawers have separate temperature controls. Temperatures are preset at 45°F (7°C) and 55°F (13°C), and 39°F (4°C) for storage drawers.
LIGHTS ON/OFF	Turns accent lighting on or off.
UNIT ON/OFF	Turns unit on or off. Turning power off at the control panel eliminates the need to unplug or turn power off at the circuit breaker during service or extended vacations.

Display

INDICATOR	
△	Indicates corresponding temperature zone.
BELL ON	Illuminates in control panel display when door alarm is activated.
SERVICE	Flashes in control panel display if a temperature problem has been detected, or if condenser needs to be cleaned.

Control panel and display.

Wine Storage

WINE RACKS

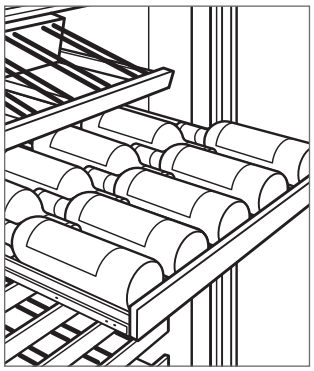
The roller-assembly racks with three-quarter extension allow easy access to 750 ml, half-bottles and magnums. Refer to the illustration below for proper bottle arrangement. When storing magnums, the rack above must be removed.

To remove a wine rack, pull out to full extension, tilt up, then lift up and out. Refer to the illustration below.

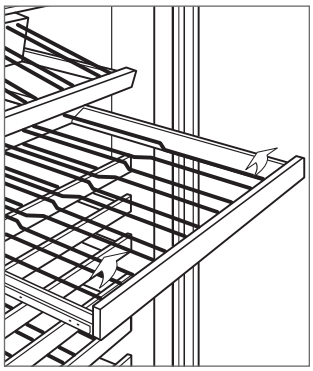
The natural cherrywood facing on wine racks can be stained or replaced with wood to compliment cabinetry. For more information, refer to the Sub-Zero design guide, visit our website at subzero.com or contact Sub-Zero customer care at 800-222-7820.

⚠ CAUTION

Remove all bottles from the wine rack before removal.



Bottle arrangement.

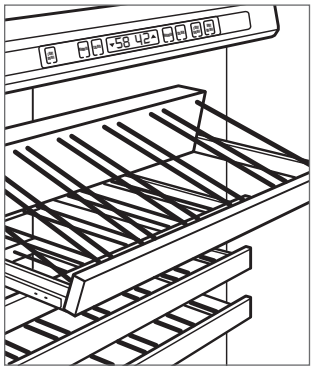


Wine rack removal.

DISPLAY RACK

Full-size models feature an illuminated display rack. The display rack is designed for wine to stay in contact with the cork. Refer to the illustration below.

To remove the display rack, pull out to full extension, tilt up, then lift up and out.

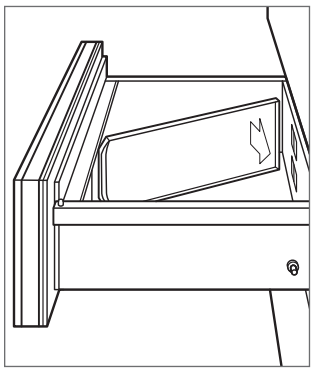


Display rack.

Storage Drawers

DRAWER DIVIDER

To remove the divider, pull it forward and release the back edge from notches in the drawer. Lift up and out. Reverse to reinstall. Refer to the illustration below.

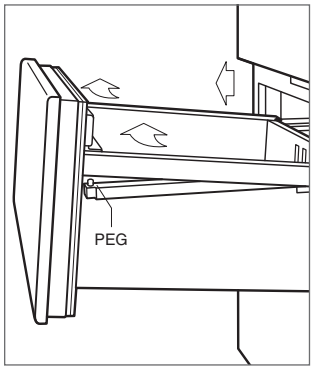


Drawer divider.

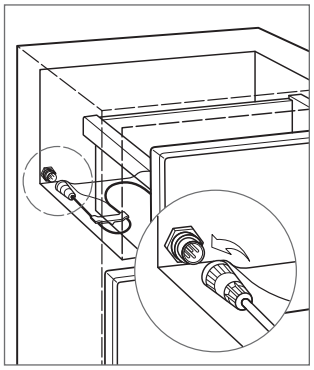
DRAWER REMOVAL

To remove, pull the storage drawer forward until it stops. Lift the front of the drawer slightly and pull straight out. To reinstall, place drawer onto the slides, then align the holes at the front of the drawer with the pegs on the slides. Refer to the illustration below.

For model 427RG, the upper drawer has a control cable that must be disconnected before removing the drawer. Refer to the illustration below.



Storage drawer removal.



Control cable (model 427RG).

Interior Lighting

CABINET LIGHTING

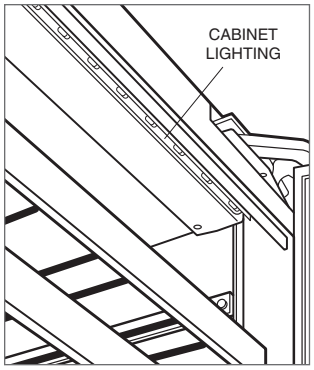
Rope-style lighting is mounted to the top of the cabinet. Refer to the illustration below. For models with a display rack, additional lighting is mounted in the control panel to illuminate the display rack. Cabinet lighting must be replaced by Sub-Zero factory certified service.

STORAGE DRAWER LIGHTING

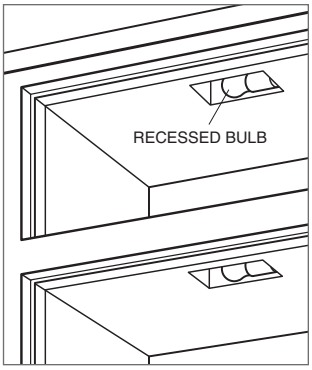
Model 427RG | Drawer lighting uses a 25-watt bulb. The bulb is recessed into the top of each drawer compartment. To access the bulb, pull the drawer forward until it stops or remove the drawer. Refer to page 7 for drawer removal. Refer to the illustration below.

⚠ WARNING

Turn power off at the control panel before replacing light bulbs. Wear protective gloves when handling bulbs.



Cabinet lighting.



Storage drawer lighting.

Sabbath

This appliance is certified by star-K to meet strict religious regulations in conjunction with specific instructions found on www.star-k.org.

To initiate Sabbath mode, while the unit is on, touch UNIT ON/OFF on the control panel. Touch and hold UNIT ON/OFF for 10 seconds. This will turn the unit on and lights will be disabled. To return to normal operating conditions, touch UNIT ON/OFF.

Cleaning

INTERIOR CLEANING

To clean interior surfaces and all removable parts, wash with a mild solution of soap, water and baking soda. Rinse and dry thoroughly. Avoid getting water on lights, control panel and the cherrywood facing on wine racks.

Use a standard glass cleaner to clean the UV-resistant glass door.

⚠ CAUTION

Do not use vinegar, rubbing alcohol or other alcohol-based cleaners on any interior surface.

STAINLESS STEEL EXTERIOR

Use a nonabrasive stainless steel cleaner and apply with a soft lint-free cloth. To bring out the natural luster, lightly wipe surface with a water-dampened microfiber cloth followed by a dry polishing chamois. Always follow the grain of stainless steel.

CONDENSER CLEANING

⚠ CAUTION

Before cleaning the condenser, turn power off at the control panel. Wear gloves to avoid injury from sharp condenser fins.

Models 424G, 424FSG, 427G and 427RG | The condenser is located at the bottom of the unit, behind the kickplate. To access, remove the kickplate. Refer to the illustration below.

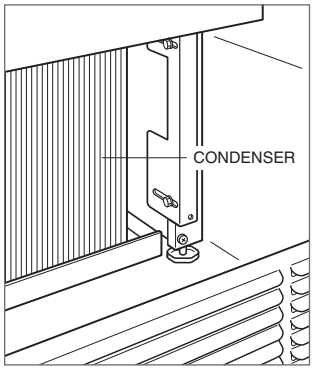
Model WS-30 | The condenser is located behind the flip-up grille. To access, pull out on the bottom edge of the grille and rotate upward. Refer to the illustration below.

Use a soft bristle brush and vacuum to remove dust and lint from the condenser. Clean the condenser every three to six months.

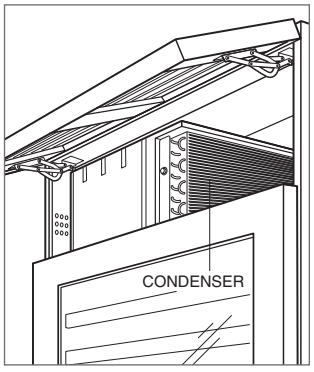
IMPORTANT NOTE: To avoid damaging the condenser, vacuum in the direction of the fins.

⚠ CAUTION

Failure to clean the condenser could result in temperature loss, mechanical failure or damage.



Condenser (427RG shown).



Model WS-30.

Troubleshooting

SERVICE INDICATOR

'SERVICE' flashes in control panel display.

- Verify condenser is clean.
- Turn unit off at the control panel, then on. If indicator continues to flash, contact Sub-Zero factory certified service.

UNIT OPERATION

No lights or cooling.

- Verify power is on.
- Verify electrical power to unit and home circuit breaker is on.

No lights.

- Door may have been left ajar which has disabled lights to eliminate excess heat. If lights are out, close door for one hour. If lights are still out, contact Sub-Zero factory certified service.
- Cabinet lighting must be replaced by Sub-Zero factory certified service.

Condensation forms inside unit.

- Verify condenser is clean.
- Verify door is closing properly.
- Verify door has not been left ajar.
- Verify door gasket does not have rips or tears. If it does, contact Sub-Zero factory certified service.

High temperatures, unit runs excessively or unit giving off too much heat.

- Verify condenser is clean.
- Verify door is closing properly.
- Verify door has not been left ajar.
- Increased ambient temperatures may cause compressors to run longer.
- If temperature display shows 45° and 55°, but is not cooling, unit may be in showroom mode. Contact Sub-Zero Customer Care at 800-222-7820.

ODOR

- Unit should be cleaned before using for the first time. This will clear any odors that may have been trapped during shipping.

SERVICE

- Maintain the quality built into your product by contacting Sub-Zero factory certified service. For the name of the nearest Sub-Zero factory certified service, check the contact & support section of our website, subzero.com or call Sub-Zero customer care at 800-222-7820.
- When contacting service, you will need the model and serial number of your unit. Both numbers are listed on the product rating plate. Refer to page 4 for rating plate location.
- For warranty purposes, you will also need the date of installation and name of your authorized Sub-Zero dealer. This information should be recorded on page 2.

Sub-Zero, Sub-Zero & Design, Dual Refrigeration, Constant Care, The Living Kitchen, Great American Kitchens The Fine Art of Kitchen Design, and Ingredients are registered trademarks and service marks of Sub-Zero, Inc. Wolf, Wolf & Design, Wolf Gourmet, W & Design and the color red as applied to knobs are registered trademarks and service marks of Wolf Appliance, Inc. (collectively, the "Company Marks.") All other trademarks or registered trademarks are property of their respective owners in the United States and other countries.

Sub-Zero Residential Limited Warranty

FOR RESIDENTIAL USE

FULL TWO YEAR WARRANTY*

For two years from the date of original installation, this Sub-Zero product warranty covers all parts and labor to repair or replace, under normal residential use, any part of the product that proves to be defective in materials or workmanship. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

FULL FIVE YEAR SEALED SYSTEM WARRANTY

For five years from the date of original installation, this Sub-Zero product warranty covers all parts and labor to repair or replace, under normal residential use, these parts that prove to be defective in materials or workmanship: compressor, condenser, evaporator, drier and all connecting tubing. All service provided by Sub-Zero under the above warranty must be performed by Sub-Zero factory certified service, unless otherwise specified by Sub-Zero, Inc. Service will be provided during normal business hours.

LIMITED TWELVE YEAR SEALED SYSTEM WARRANTY

For twelve years from the date of original installation, Sub-Zero will repair or replace the following parts that prove to be defective in materials or workmanship: compressor, condenser, evaporator, drier and all connecting tubing. If the owner uses Sub-Zero factory certified service, the service provider will repair or replace these parts with the owner paying for all other costs, including labor. If the owner uses non-certified service, the owner must contact Sub-Zero, Inc. (using the information below) to receive repaired or replacement parts. Sub-Zero will not reimburse the owner for parts purchased from non-certified service or other sources.

TERMS APPLICABLE TO EACH WARRANTY

The warranty applies only to products installed for normal residential use. The warranty applies only to products installed in any one of the fifty states of the United States, the District of Columbia or the ten provinces of Canada. This warranty does not cover any parts or labor to correct any defect caused by negligence, accident or improper use, maintenance, installation, service or repair.

THE REMEDIES DESCRIBED ABOVE FOR EACH WARRANTY ARE THE ONLY ONES THAT SUB-ZERO, INC. WILL PROVIDE, EITHER UNDER THIS WARRANTY OR UNDER ANY WARRANTY ARISING BY OPERATION OF LAW. SUB-ZERO, INC. WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THIS WARRANTY OR ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights that vary from state to state.

To receive parts and/or service and the name of Sub-Zero factory certified service nearest you, contact Sub-Zero, Inc., P.O. Box 44848, Madison, WI 53744; check the contact & support section of our website, subzero.com, email us at customerservice@subzero.com or call 800-222-7820.

*Stainless steel (doors, panels, handles, product frames and interior surfaces) are covered by a limited 60-day parts and labor warranty for cosmetic defects.

*Replacement water filters and air purification cartridges are not covered by the product warranty.

SUB-ZERO®

SUB-ZERO, INC. P.O. BOX 44848 MADISON, WI 53744 SUBZERO.COM 800.222.7820

12/2012